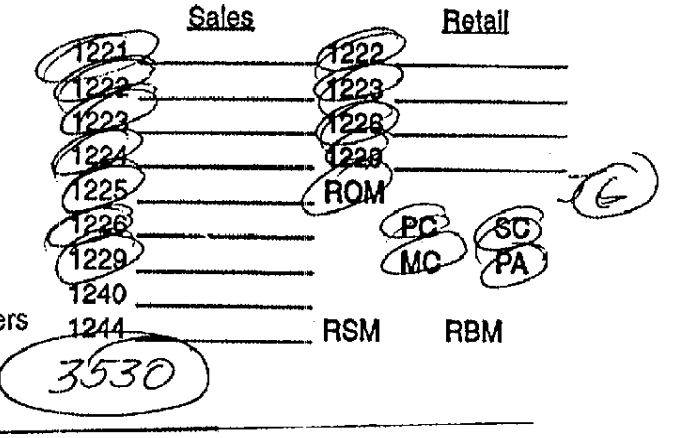
ROU Brief - 4/10/96

For: AVP/RSM/RBM/ROM/KAM/RM-DFM/MC/PC/PRC/SC

FSC-71-A



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II. ROU DETAIL

➡ *AIM Changes*

To increase SIS efficiency, deleted accounts have been removed from the Master List and archived. Users may still view deleted accounts in SIS through function 626. However, this new process has necessitated changes in some of the AIM functions. They are as follows:

Functions 215, 216, 217, 218 (Unassigned / Unsuspend Accounts) - Previously when invoking SIS Help to match an account to the SIS Master List (X selecting an account), an account scroll list of the closest matches appeared with deleted accounts highlighted in red. The scroll list that will appear now is of ACTIVE accounts and the screen is labeled as such. The PF10 key (DEL or ACT) has been defined to enable users to toggle between ACTIVE and DELETED accounts. When in an ACTIVE accounts screen, the user may view Deleted accounts by pressing the PF10 (DEL) key. When in the DELETED accounts screen, the PF10 (ACT) key will toggle the user back to the ACTIVE accounts screen. **Information resources is still in the process of archiving the Deleted accounts, and therefore, some deleted accounts may still appear in red on the ACTIVE accounts screen.**

Function 506 (SIS Account Information) - Previously Deleted accounts were denoted by a "D" in the S column on the screen when requesting a scroll list of accounts. The scroll list that will appear now is of ACTIVE accounts and the column S has been deleted. The PF10 key (DEL or ACT) has been defined to enable users to toggle between ACTIVE and DELETED accounts. When viewing ACTIVE accounts, the user may view Deleted accounts by pressing the PF10 (DEL) key. When viewing DELETED accounts screen, the PF10 (ACT) key will toggle the user back to the ACTIVE accounts screen.

Additionally, fields for Sales Division and Chain Id have been added to this function to provide users more flexibility in the selection process.

Program Contact: Stephanie Fields, extension #7742
Jack Borgen, extension #0737

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Source: https://www.industrydocuments.ucsf.edu/docs/nhhy0000

➧ *New Posting Report Available in BPE*

You now have the option to request a posting report by wholesaler using **Function P93** in the BPE System. The format of this report is very similar to P91-Report by Template & P92-Report by Promotion. This additional report will assist you in monitoring posting activity by your region as well as outside regions who post activity for your region.

Program Contact: Sandy Reading, extension #3775

➧ *New BPE Functions - Build Locator List by Template*

Effective Monday, April 15 the following new functions which will allow you to build an SMS locator list automatically from your templates will be available in BPE:

Function W58-Build Locator List by WAM Template
Function V58-Build Locator List by VAP Template
Function J58-Build Locator List by Partners Template
Function G58-Build Locator List by Generic Template

Please review Steps 1-6 listed below which will apply to any of these new functions.

Step 1.
Select the appropriate template from the template list that is displayed after you select Function W58, V58, J58 or G58.

Step 2.
Enter the "General Shipment Key (locator)" which is a 4-digit number or name. This descriptor may only be used once. (The system will automatically give you a message if the descriptor has been used before.)

Step 3.
In addition to the "General Shipment Key (locator)" description, the original template description is also displayed. You have the option of changing the description or leaving the information as is.

Step 4.
Press PF4 to create the locator list.

Step 5.
The screen will display the number of accounts in the template, number of accounts rejected (due to accounts changing wholesalers, etc.), the number of accounts that will appear on the locator list and a list of the rejected accounts.

Step 6.
You may now access the locator list in Function 540 in SMS and proceed with your normal ordering procedures.

Program Contact: Sandy Reading, extension #3775

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Source: https://www.industrydocuments.ucsf.edu/docs/nhhy0000

➡ *New Spare Parts Program and Vendor Addresses*

FSC-52-A, dated 3/14/96, outlined a new Spare Parts Program and updated vendor addresses for miscellaneous merchandising spare parts orders. In some cases, old Spare Parts Order Forms are being submitted to the suppliers. This causes problems when discontinued items are being ordered and the Order Forms are being sent to the incorrect supplier. As a reminder, destroy the old Order Forms and use the revised forms sent to you in March.

Program Contact: Andrea Lewis, extension #3305

III. BEST PRACTICES

➡ *Chain Status Communication Book*

Mark Donnelly, Region Operations Manager in the Denver Region, has developed a chain status communication book that is provided to all Field Sales employees within the Denver Region. For each individual chain, two documents are provided:

1. Chain Quarterly Planning Calendars

   This piece identifies all store level activities within the chain for the present quarter. This calendar is supplied once a quarter.

2. Chain Information Sheet

   This sheet enables the region to communicate needed information about the chain in regards to contracts, merchandising, signage, etc. that is authorized throughout the chain. This piece is updated on an as-needed basis.

The chain status book allows communication, on-going, of all information needed for Rep execution in any given chain within the region. For chain retail calls outside the region, information is provided to the appropriate ROU for distribution.

Mark feels this is also an excellent tool for new hires to enhance and expedite knowledge of the chains and the RJR contact (i.e., KAM/AM).

Program Contact: Mark Donnelly, Denver Region Operations Manager, 303/799-0037

➡ *Standardization of Chain Promotion Letters*

In an effort to reduce lengthy chain promotion letters, the Detroit Region has developed a one-page standardized form (see attached example).

The Chain Manager fills in information, then e-mails the document to the ROU to type and mail. As a result, chain program letters and all pertinent information are standardized on one page.

Program Contact: Chris Pendy, Detroit Region Operations Manager, 800/377-0544

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Source: https://www.industrydocuments.ucsf.edu/docs/nhhy0000

➡ *Sales Materials Manuals*

In order to streamline the ordering materials process, a task force of Managers, Sales Reps and Materials Coordinator in the Detroit Region met to discuss how to update the list of commodity numbers that are used by Field Sales on a day-to-day basis. They developed a POS/PDI Book -- "The Black Book."

Additionally, Chuck Klahm, Materials Coordinator in the Cincinnati Region, has developed a Sales Materials Manual.

The books provide current commodity numbers and order forms used throughout the region and are issued to all region personnel.

What's the Benefit: Everything needed to place an order for supplies, fixtures, POS/PDI, and spare parts is in one place. The manuals are excellent time savers and training manuals for all employees, especially for new Sales Reps and Retail Reps.

Program Contacts: Chris Pendy, Detroit Region Operations Manager, 800/377-0544
Renee Sandford, Detroit Region Materials Coordinator, 800/557-2127

Tim Gillespie, Cincinnati Region Operations Manager, 513/772-0100
Chuck Klahm, Cincinnati Region Materials Coordinator, 513/772-0886

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Source: https://www.industrydocuments.ucsf.edu/docs/nhhy0000

CHAIN PROGRAM

Listed below are details of a program/promotion that was sold to an account. Please follow the details below to implement this important program:

TO:	
Program/Promotion	
Account/Chain-ID #	
Stores Involved	
Dates	
Program Details	
Brands Involved	
Specific Action Needed	
Product Delivered by	
Hand-Held Reporting	
Pertinent Information	
POS/Location	
Program Sold by (RJR);	
Program authorized by:	
Authorization Letter:	
Contact for Problems	RJR: Chain:
Reply Needed: (Date)	Reply with: Div. Office: Chain Office:
Misc.	

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Source: https://www.industrydocuments.ucsf.edu/docs/nhhy0000

CHAIN PROGRAM

Listed below are details of a program/promotion that was sold to an account. Please follow the details below to implement this important program:

TO: All affected Mgr's and Reps that call on Total Petroleum	
Program/Promotion	Winston-Camel 25 cents off PLU key price gap buy down
Account/Chain-ID #	Total Pet. CID # 0306-04-01 CID # 0306-04-02
Stores Involved	All stores
Dates	3-1-96 to 3-31-96
Program Details	All styles of Winston and Camel will be reduced 25 cents per pack off the normal selling price
Brands Involved	All styles of Winston and Camel
Specific Action Needed	Ensure stores are selling Winston and Camel at the reduced price. Place special off P.O.S. on displays, and in store.
Product Delivered by	SAS
Hand-Held Reporting	None
Pertinent Information	
POS/Location	Displays, In-store, windows
Program Sold by (RJR);	Don Knoll, Warren Steiner
Program authorized by:	Al Khlief
Authorization Letter:	none
Contact for Problems	RJR: Warren Chain:
Reply Needed: (Date)	Reply with: Div. Office: none Chain Office:
Misc.	none

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Source: https://www.industrydocuments.ucsf.edu/docs/nhhy0000